



Desktop Support Specialist (ITS 3)
Management Services Division

Salary: \$49,368 – \$64,740 per year (Range 58)

OPENS: February 4, 2010

CLOSES: February 11, 2010

Location: Olympia, Washington

Agency Profile

The Washington State Department of Information Services (DIS) provides quality and reliable computing, telecommunications, and Internet services to state and local agencies, tribal governments, educational institutions, and not-for-profit organizations.

As the technology leader for Washington State, DIS provides innovative services so that government agencies can successfully serve the public. DIS also provides support to the Information Services Board (ISB) and other committees.

Job Overview

The Desktop Support Specialist (ITS 3) independently applies technical knowledge in desktop/server hardware, software and application interface support. This position provides consultative technical advice, troubleshooting, guidance and maintenance support within the corporate hardware and software computing environment.

Principal Responsibilities

- Conducts workstation needs assessment and requirements; follows installation procedures to independently configure workstation and installs and printer replacements scheduled for upgrades.
- Responsible for maintenance of standard desktop images that includes installing a component of the overall image design to workstations, deployment of releases, upgrades, patches and hot-fixes.
- Responsible for installing printers on workstations, deploying new/replacement printers on the network, sunsetting printers, re-configuring the defaults for printers.
- Document and orient end-users on new functionality to desktop based on upgrade or installation of hardware or software product.

- Using ITIL best practices, independently respond to escalated customer technical calls for incidents and requests using established procedures. Ensure high priority service delivery to staff.

Qualifications

- Four years of recent, progressive information technology experience installing, maintaining, and configuring MS Windows operating systems in a networked environment and providing technical desktop support to end users.
- Knowledge of PC internal components, disk drives, memory and CPU.
- Working knowledge of troubleshooting/problem resolution with desktop applications and hardware.
- Experience providing professional technical assistance to staff in the use of automated tools that support internal users.
- Experience supporting and troubleshooting Microsoft XP.
- Experience troubleshooting Microsoft Office (Excel, Word, and Outlook).
- Self motivated with the ability to effectively prioritize and execute tasks in a high-pressure environment.

Desirable Qualifications

- Bachelor's degree in Computer Science or related field.
- Working technical knowledge of current network protocols, operating systems and standards, including TCP/IP, Windows Operating System, etc.
- Knowledge of ITIL best practices.

Additional information

This position requires physical work in desktop support, moving computers, being under desks and the ability to relocate up to 50 lbs.

Working for DIS

DIS is an agency on the move. With a talented workforce that has a depth of knowledge and understanding of information technology, DIS provides constructive, reliable and responsive services for all their clients.

DIS offers extensive opportunities for career growth and personal development through workshops, seminars, and other training opportunities as well as a tuition reimbursement program and promotional opportunities.

As one of the top ten places in the country for business and careers (Forbes' Magazine, 2007), and conveniently located at the crossroads of business and leisure, Olympia has become the preferred destination zone for business professionals in the Pacific Northwest.

Olympia is on the Puget Sound and is within easy driving distance of the rugged Olympic National Park, the city of Seattle, Mt. Rainier, Mt. St. Helens, and Pacific Ocean coastal beaches: all offering ample outdoor recreation opportunities. Home to an internationally-recognized educational institution and a vibrant arts scene, Olympia is also the location of the outstanding Farmer's Market, located at the downtown waterfront.

Employee Benefits

The State of Washington offers a comprehensive and competitive package of benefits to match the needs of our diverse workforce. DIS eligible employees can choose from our outstanding [benefit package](#) including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; deferred compensation plans; educational benefits program; paid holidays; Commute Trip Reduction Incentives; training; and state retirement plans.

Special Notes

This position is covered by a union security provision. Therefore, as a condition of employment, candidates who are appointed are required to become members of the Washington Federation of State Employees, or pay other representational fees within the first 30 days of employment.

The incumbent in this position may be required to pass a Washington State Patrol criminal background check and meet all standards set by the WSP based on changes in technology and/or service delivery needs.

This announcement may be used to fill multiple vacancies.

How to Apply

Interested applicants should submit a letter of interest with a detailed description of their experience as it pertains to the Qualifications listed. Please include a current resume, and a minimum of three professional references.

Please submit your application materials at <http://careers.wa.gov/>

Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, may call (360) 902-3543 or Telecommunications Device for the Deaf 1-800-833-6388.

Applicant Profile Form

As a separate part of the application process, you are requested to voluntarily complete and return the [Applicant Profile](#) sheet with your completed application. This information

will be treated as confidential. This page will be separated from your application and used by authorized personnel only.

The Department of Information Services is an equal opportunity employer.